

Program Report Card: iCONN: Connecticut's Research Engine

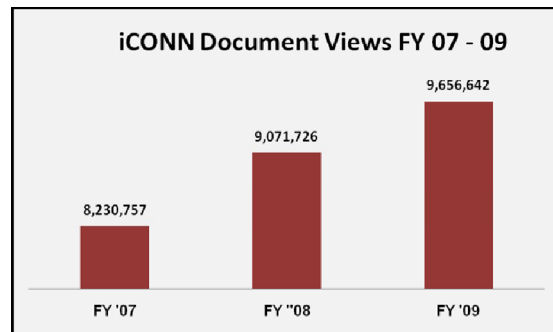
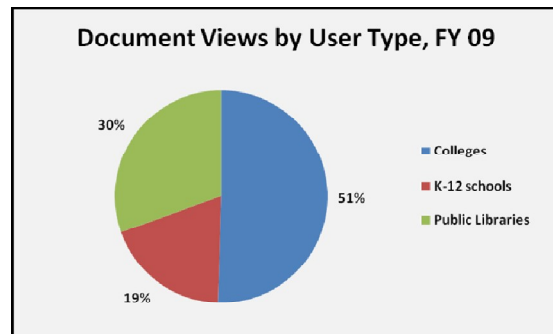
Quality of Life Result: All Connecticut residents will have access to information needed for lifelong learning.

Contribution to Result: iCONN provides equitable access to a core level of information resources to every resident of Connecticut through their public libraries, schools, colleges, or online from any location.

Partners: The Department of Higher Education, the State Department of Education, the Commission for Educational Technology, schools, public libraries, academic institutions, parents and students. A representative of each partner holds a position of the Connecticut Digital Library Advisory Board (CDLAB).

Performance Measure 1:

The number of times citizens download documents from iCONN for a specific information need.



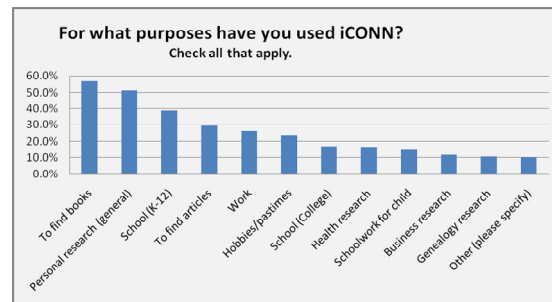
Story behind the measure: This measure provides an indication of the usefulness of the resource for students and the general public. This is not a measure of searches, rather it measures the times a user opens up a document found while searching. Use has shown a steady increase since the beginning of the program.

Proposed actions to turn the curve:

Use will continue to be tracked. Resources are evaluated by this indication of usefulness to researchers.

Performance Measure 2:

Stated information need being met by iCONN.



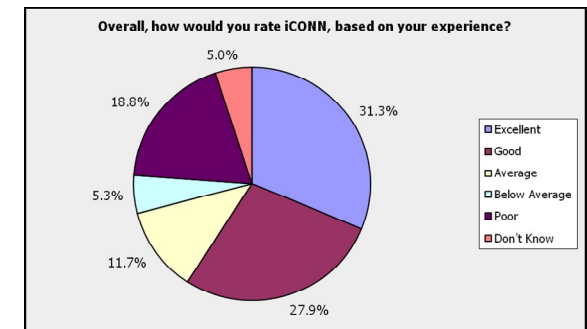
Story behind the baseline: iCONN posted a user survey on the main search screen. The results in the chart above are from FY 08 and 09. The iCONN site was redesigned based on survey input and usability studies. This data is used by the CDLAB Database Committee to evaluate resources.

Proposed actions to turn the curve:

A new survey is being conducted but there are not enough meaningful responses as of January 2010.

Performance Measure 3:

Satisfaction with search experience.



Story behind the baseline: These results were from the same user survey on the main iCONN search screen. Users rating iCONN as Average to Excellent totaled 71%.

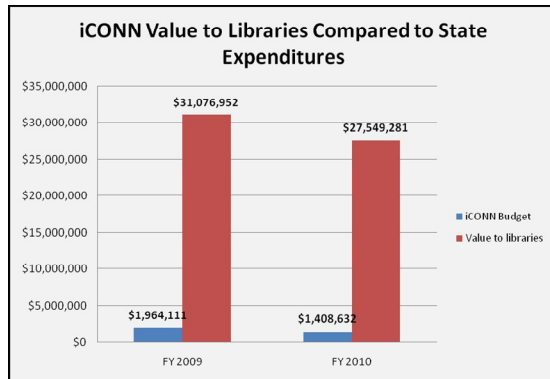
Proposed actions to turn the curve:

Based on specific feedback in the survey and on usability studies of individual searchers. The iCONN search interface was completely redesigned in October 2009 to make search results easier to navigate and understand. A new survey is being conducted. The number of responses to date are too low to draw any conclusions.

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Performance Measure 4:

Cost Savings to public libraries, schools and colleges.



Story behind the baseline: This chart demonstrates the cost benefits to local communities of purchasing database access at the state level. The decrease in value to local public libraries, schools and colleges from FY 2009 to FY 2010 reflects the cancellation of several databases due to budget reductions in the current year.

Proposed actions to turn the curve:

This economy of scale analysis is hypothetical as it assumes that each of the libraries and educational institutions that currently have access to iCONN could afford to provide comparable service for their own patrons if the state service were to be further reduced. A substantial percentage could not afford this access even at the state reduced cost. The state also coordinates the technology that provides online access to these resources, an ability that many local institutions do not have on staff. Increased investment in database licensing will result in increased value to communities.